



Zilmet USA Shipping Terms and Conditions

Contiguous FFA:

- FFA Varies by territory and region
- Orders of ActivFlo ONLY: 6 pieces or more
- Orders of ZEP1 only: 225 pieces or more – Shipped on a pallet
- Standard commercial expansion tanks are FFA

Commercial ASME Products

- For immediate shipment only. Delayed shipments not accepted
- Lead times are estimates and are subject to change without notice
- ASME tanks need to be submitted on a separate PO from other products
- Custom ASME tanks available upon request (High PSI, stainless steel, clips and accessories, etc)
- QUICK SHIP PROGRAM: We stock certain ASME tanks for immediate shipment to assist customers who need ASME tanks but cant wait for production times. These tanks are available for a 10% surcharge on top of net pricing and freight is not included. For a list of available items please contact our office: 401-884-4943

Shipping and Handling:

- UPS/FedEx Ground Shipments incur an \$8 fee per box per order, even on collect shipments
- Tanks can not be shipped UPS Air and must go UPS Ground

Warranties:

- All warranty requests can be submitted by filling out the online form found at: <https://www.zilmetusa.com/warranties>
- Warranties are processed once a month
- Warranty procedures can be found at: <https://www.zilmetusa.com/warranties>

Restocking Fee:

- Return of any product is subject to approval
- Credit will be issued once goods are returned and inspected to be unused, in the original packaging and in suitable condition for resale
- Goods only eligible for return within 12 months of purchase date
- 25% restocking fee applies for all standard expansion tanks. Customer responsible for return freight.
- Commercial products and Heat Exchanger sales are final and are unable to be returned

LTL Policies:

- All freight accessorials will be passed on to customers regardless of FFA
- Charges could include but are not limited to:
 - Lift Gate Service
 - Limited Access Fee
 - Residential Delivery Fee
 - Re-delivery fee
 - "Call Before Delivery" orders

Backorders:

- Once in stock, all backorders will be shipped with the customers next stocking order
- If this does not work with the customers receiving policies, please cancel all backorders and re-order once the items are required again.

Freight Shortages and Damages:

- Zilmet USA must be notified of shortages/damages within 48 hours of receipt of goods
- Shortages/damages must be noted on the bill of lading
- Shortages/damages can be reported to: info@zilmetusa.com

Shipping goods outside of the United States:

- Canadian Shipments: Customs and duties are the responsibility of the customer importing the goods. Zilmet USA does not cover the duties and fees associated with the transport of goods into Canada.
- Shipments into Mexico must be imported by the customer. Freight will be sent to the customers freight forwarder and then they will be responsible for the freight and border clearance for goods.
- Freight outside of the continental United States is all EXW. Customer is responsible for all freight and customs arrangements from Zilmet USA facilities.

Product Installation and Operation manuals:

- All instruction and operation manuals can be found at our website: <http://zilmetusa.com/Installation-Manuals-and-Product-Certifications>

To be added to our Product Bulletin and Email Blast list:

- Send your name and contact info to info@zilmetusa.com with the subject line: SEND ME INFORMATION

Please call 401-884-4943 or email info@zilmetusa.com with any questions or requests